

(Please write your Exam Roll No.)

Exam Roll No.

END TERM EXAMINATION

FIRST SEMESTER [B.COM(H)] DECEMBER 2024

Paper Code: B.COM-109

Subject: Management Process and
Organizational Psychology

Time: 3 Hours

Maximum Marks: 60

Note: Attempt five questions in all including Q.No 1 which is compulsory. Internal choice is indicated.

Q1 Attempt Any Four of the following questions (Not exceeding 150 words):

(4x5=20)

- Write briefly about Taylor's Scientific Management.
- Briefly discuss MBO.
- What is strategic planning?
- Explain types of authority
- What is Perception?
- Explain briefly the type of values.
- Mention briefly about the trait theory of leadership.
- Discuss what do you understand by power tactics?

Q2 Differentiate between the classical and neo classical approaches of management? Which approach do you think fit best to present day organizations and Why? Justify (10)

OR

Q3 "No approach of management is the best approach to manage organizations today". Explain this statement with reference to Systems approach of Management. (10)

Q4 Briefly explain the Brainstorming and Delphi technique of decision-making? Which according to you is a better technique to be used in Indian Organizations? Present your argument with relevant situations. (10)

OR

Q5 Explain the different types of Organizational Structures with the examples of organizations having those structures. (10)

Q6 Reinforcement plays a major role in determining performance in any organization? Explain any one theory of learning and how it can be used to reinforce employees to perform their best. (10)

OR

Q7 What are attitudes and how are they formed? Which attitudes are required for an organization to be successful? (10)

Q8 Write a brief note on process theories of motivation with their application in present day organizations. (10)

OR

Q9 Discuss various sources of conflict in an organisation. How can transactional analysis be applied to resolve these conflicts effectively? (10)

P-1/1